



Dean Health Plan, Inc.

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Type of Plan Health Maintenance Organization
 Total Number of Members 223,791
 Years of Operating Experience 20 years
 Total Number of Primary Care Physicians (PCPs) 600 (includes some OB/GYN)
 Percentage of PCPs Accepting New Patients 93%
 Percentage of Board Certified Specialty Care Physicians Approximately 87%
 Number of Hospitals Affiliated with Plan 25
 Number of Urgent Care Facilities 27

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A written referral is required for services performed by a provider who is not the Primary Care Provider or is not located at the primary clinic. Referrals to non-Plan Providers must be prior authorized by the plan before services are received. Services that do not require a referral, if seen by a Plan Provider, include: chiropractic care, routine vision, Magnetic Resonance Angiography (MRS), Magnetic Resonance Imaging (MRI), respiratory therapy, diagnostic testing, home health care, durable medical equipment sale or rental, oral surgery for covered procedures, and OB/GYN services when obtained from an OB/GYN specialist. Referral requests to Dean Medical Center sites and those clinics in association with the Dean Medical Center are not required.
Medicare Claims Procedure	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
On-Line Services	We encourage you to use www.deancare.com To get information about Dean Health Plan. Member Information: You can locate policy and benefit information just by entering your group number. All documents are available in a PDF format, making it easy for you to print from your computer. Provider Directory: You can locate participating doctors, hospitals and urgent care centers by city. There is even an option to print a map with driving directions to the provider you choose.
Outpatient Mental Health Network/Policy	A referral is required for outpatient mental health care if services are performed by a provider who is not located at the primary clinic chosen by the member. You should contact your Primary Care Provider to initiate a referral. For treatment of alcohol and other drug abuse, you may obtain treatment at a Plan Provider without a referral.
24-Hour Nurse Line PCP Restrictions	Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393. Primary Care Providers may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Family Practice and Obstetrics, General Practice and Obstetrics, Obstetrics/Gynecology or Internal Medicine. Providers who may be chosen as Primary Care Providers are indicated in our Provider Directory. Each family member may choose his/her own Primary Care Provider.

ADDITIONAL INFORMATION

Quality Improvements Initiative	<ul style="list-style-type: none"> Preventive health efforts to improve childhood immunization rates, improve cervical cancer screening rates and improve mammogram rates. Efforts to improve management of chronic illness, such as diabetes and hypertension, to improve member health and quality of life. Continue to maintain high customer service standards by answering calls in an average of 10 seconds or less, keeping the number of abandoned calls below 3%, and processing claims in an average of 7 days. Added benefit information to our web site at www.deancare.com.
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Counties in Service Area		Hospitals in County	Major Providers in County *
Columbia		Columbus Community Hospital Divine Savior Hospital, Portage	Please refer to our Provider Directory for a complete listing of all available Plan Providers. You may contact our Customer Service Department at (608)828-1301 or 1-800-279-1301 to obtain a current Provider Directory or visit or web site at www.deancare.com .
Dane		St. Marys Hospital, Madison Stoughton Hospital, Stoughton	
Dodge		Beaver Dam Community Hospital Watertown Memorial Hospital Waupun Memorial Hospital	
Dubuque, IA		Finley Hospital	
Fond du Lac		St. Agnes Hospital	
Grant		Boscobel Memorial Hospital Lancaster Memorial Hospital Southwest Health Center, Platteville	
Green		The Monroe Clinic Hospital	
Green Lake			
Iowa		Upland Hills Health, Dodgeville	
Jefferson		Fort Atkinson Memorial Hospital	
Lafayette		Memorial Hospital of Lafayette County, Darlington	
Marquette			
Racine		Memorial Hospital of Burlington	
Richland		Richland Hospital	
Rock		Beloit Memorial Hospital Memorial Community Hospital, Edgerton Mercy Hospital, Janesville	
Sauk		Reedsburg Memorial Hospital St. Clare Hospital, Baraboo	
Walworth		Lakeland Medical Center, Elkhorn	
Waukesha		Oconomowoc Memorial Hospital	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above.